



**Q2
2012**

COMMUNICATIONS & MULTIMEDIA POCKET BOOK OF STATISTICS



Suruhanjaya Komunikasi dan Multimedia Malaysia
Malaysian Communications and Multimedia Commission



People First
Performance Now

**©MALAYSIAN COMMUNICATIONS AND MULTIMEDIA
COMMISSION, 2012**

The information or material in this publication is protected under copyright and, save where otherwise stated, may be reproduced for non-commercial use provided it is reproduced accurately and not used in a misleading context. Where any material is reproduced, the Malaysian Communications and Multimedia Commission, as the source of the material, must be identified and the copyright status acknowledged.

The permission to reproduce does not extend to any information or material the copyright of which belongs to any other person, organisation or third party. Authorisation or permission to reproduce such information or material must be obtained from the copyright holders concerned.

This work is based on sources believed to be reliable, but the Malaysian Communications and Multimedia Commission does not warrant the accuracy or completeness of any information for any purpose and cannot accept responsibility for any error or omission.

Published by:

Malaysian Communications and Multimedia Commission

Off Persiaran Multimedia

63000 Cyberjaya, Selangor Darul Ehsan

Tel: +60 3 86 88 80 00 Fax: +60 3 86 88 10 06

Aduan SKMM: 1-800-888-030

<http://www.skmm.gov.my>

Design and printed by:

Versa Ads Sdn. Bhd.



The background features a dark red color with various large, semi-transparent numbers scattered across it, including 1, 2, 3, 6, 8, 9, 10, 12, 15, 18, 19, 21, 22, and 25. On the left side, there is a vertical bar chart element with a white top section and a dark red bottom section.

**Q2
2012**

COMMUNICATIONS & MULTIMEDIA
POCKET BOOK OF STATISTICS

10 NATIONAL POLICY OBJECTIVES FOR THE COMMUNICATIONS & MULTIMEDIA INDUSTRY

- 1 To establish Malaysia as a major global centre and hub for communications and multimedia information and content services**
- 2 To promote a civil society where information based services will provide the basis of continuing enhancements to quality of work and life**
- 3 To grow and nurture local information resources and cultural representation that facilitates the national identity and global diversity**
- 4 To regulate for the long-term benefit of the end user**
- 5 To promote a high level of consumer confidence in service delivery from the industry**
- 6 To ensure an equitable provision of affordable services over ubiquitous national infrastructure**
- 7 To create a robust applications environment for end users**
- 8 To facilitate the efficient allocation of resources such as skilled labour, capital, knowledge and national assets**
- 9 To promote the development of capabilities and skills within Malaysia's convergence industries**
- 10 To ensure information security and network reliability and integrity**

CONTENTS

10 National Policy Objectives for the Communications and Multimedia Industry	ii
Notes	vii
Symbols and abbreviations	viii
• BASIC INDICATORS	
1. Malaysia basic indicators	2
2. Penetration rates at a glance	3
3. Number of licences	4
• INDUSTRY PRINCIPAL STATISTICS	
4. Value added and contribution to GDP, telecommunications industry	6
5. Number of persons engaged in the telecommunications industry	7
• BROADBAND AND THE INTERNET	
6. Number of broadband subscriptions and penetration rate	10
7. Broadband penetration rate per 100 households by state	11

CONTENTS

8.	Community access	12
9.	Number of Hotspot locations by state	14
10.	Number of Hotspot and WiFi Broadband Project subscriptions	15
11.	Household use of the Internet by urban and rural areas	15
12.	Household use of the Internet by gender	16
13.	Household use of the Internet by age category	16
14.	Household use of the Internet by number of hours of use per week	17
15.	Household use of the Internet by main use	17
16.	Percentage of households with access to personal computer by state	18
17.	Wired Broadband per 100 inhabitants, ASEAN countries	19
18.	Wired Broadband per 100 inhabitants compared with 10 biggest trading partners, Malaysia	19
• CELLULAR TELEPHONES		
19.	Number of cellular telephone subscriptions and penetration rate	22
20.	Cellular telephone penetration rate per 100 inhabitants by state	23
21.	Number of 3G subscriptions	24

CONTENTS

22.	Number portability	24
23.	Percentage of cellular telephone users by urban and rural areas	24
24.	Percentage of cellular telephone users by gender	25
25.	Short message services (SMS)	25
26.	Cellular telephones per 100 inhabitants, ASEAN countries	26
27.	Cellular telephones per 100 inhabitants compared with 10 biggest trading partners, Malaysia	26
• DEL AND PUBLIC PAYPHONES		
28.	Number of DEL connections and penetration rate	28
29.	DEL penetration rate per 100 households by state	29
30.	Percentage of DEL household subscriptions by urban and rural areas	30
31.	DEL network, capacity used	30
32.	Number of public payphones	31
33.	Percentage of public payphones by urban and rural areas	31
34.	Number of public payphones per 1000 inhabitants by state	32
35.	Main telephone lines per 100 inhabitants, ASEAN countries	33

CONTENTS

36.	Main telephone lines per 100 inhabitants compared with 10 biggest trading partners, Malaysia	33
• RADIO AND TV		
37.	Percentage of households with access to radio/hi-fi by state	36
38.	Percentage of households with access to television by state	37
39.	Percentage of households with access to VCR/VCD/DVD by state	38
40.	Number of broadcast minutes, free to air TV	39
41.	Number of pay TV subscriptions	39
42.	Number of IPTV subscriptions	40
• DIGITAL SIGNATURE		
43.	Number of certification authorities	42
44.	Number of certificates issued by type	42
• MALAYSIA RANKING FOR ICT RELATED INDICES		
45.	Malaysia ranking for ICT related indices	44

Notes

Where a table is not accompanied by a source acknowledgement, that table carries data that emanated solely from the Malaysian Communications and Multimedia Commission (MCMC).

Preliminary figures are italicised.

Revised figures are underscored.

Figures presented in tables are as at the end of the period. Hence a penetration rate for a given year is calculated using the number of subscriptions and estimated population as at the end of the year. This is different from the Malaysian demographic practice of using the mid-year population as the population for that year. If the practices need to be synchronised to the demographic norm, then the penetration rates as at end June of that year must be used.

Numbers and percentages may not add up because of rounding.

Symbols and Abbreviations

...	-	Not available
Qtr	-	Quarter
MCMC	-	Malaysian Communications and Multimedia Commission
MICC	-	Ministry of Information, Communication and Culture
BNM	-	Central Bank of Malaysia
DOS	-	Department of Statistics, Malaysia
ITU	-	International Telecommunication Union



Q2
2012

COMMUNICATIONS & MULTIMEDIA
POCKET BOOK OF STATISTICS

BASIC INDICATORS

1. MALAYSIA BASIC INDICATORS

Year	Qtr	Population (million)	Households (‘000)	GDP (RM)		Consumer Price Index (CPI)
				Current prices (billion)	Constant prices (billion)	
Note		a			b	c
2011		28.70	6,675	881.080	709.261	103.2
2012	1	28.78	6,693	225.022	178.391	104.5
	2	28.85	6,710	231.269	183.815	104.8

Source : DOS, BNM

Explanatory notes:

- a. Population projections as at end of period, based on census 2000
- b. Base year is 2005.
- c. Base year is 2010.
The CPI reported against a quarter, refers to the average index for the period spanning 1st January to the end of that quarter.

2. PENETRATION RATES AT A GLANCE

Year	Qtr	Broadband		Cellular Phone	DEL
		per 100 inhabitants	per 100 households	per 100 inhabitants	per 100 households
Note		a	b	c	d
2011		19.4	62.3	127.7	37.3
2012	1	19.6	62.9	128.7	36.6
	2	19.8	63.7	133.3	35.6

Explanatory Notes:

- The broadband penetration rate per 100 inhabitants is calculated by dividing the sum of household and non-household subscriptions by the number of inhabitants and multiplying by 100. Public Wi Fi subscriptions are not taken into account.
- The broadband penetration rate per 100 households is calculated by dividing the number of subscriptions used in private households by the number of private households and multiplying by 100. Non- private household subscriptions and public WiFi subscriptions are not taken into account.
- The penetration rate refers to the total subscriptions divided by the total population and multiplied by 100. A penetration rate over 100% can occur because of multiple subscriptions. Also see notes on page 22.
- The DEL penetration rate per 100 households is calculated by dividing the number of private household subscriptions by the number of private households and multiplying by 100.

3. NUMBER OF LICENCES AS AT 30 JUNE 2012

	No. of Licences		
	Individual	Class	Total
Network Facilities Provider (NFP)	119	25	144
Network Service Provider (NSP)	124	28	152
Applications Service Provider (ASP)		573	573
Content Applications Service Provider (CASP)	37	31	68
Total	280	657	937

The background features a large, stylized bar chart with several bars of varying heights. The bars are rendered in a lighter shade of red. Large, semi-transparent numbers are scattered across the background, including '4', '21', '15', '9', '12', '3', '2', '10', '6', '25', and '22'.

**Q2
2012**

COMMUNICATIONS & MULTIMEDIA
POCKET BOOK OF STATISTICS

INDUSTRY PRINCIPAL STATISTICS

4. VALUE ADDED AND CONTRIBUTION TO GDP, TELECOMMUNICATIONS INDUSTRY

('000)

Year	Revenue	Value of gross output	Cost of input	Value added	Percentage contribution to GDP
2008	44,390,682	40,803,819	18,147,847	22,655,972	3.1
2009	40,778,965	41,532,019	18,619,641	22,912,378	3.4

Source : DOS

Explanatory notes for tables 4 and 5 :

Telecommunications includes the transmission of sounds, images, data or other information via cables, broadcasting, relay or satellite. Also includes the maintenance of the network. Covers Class 6420 of the Malaysian Standard Industrial Classification 2000 (MSIC 2000) and items as follows:

- 64201 Telephone services (public and mobile) including telegraph and telex communications and facsimile transmission
- 64202 Television and radio transmission services. Excludes production of radio and television programmes, whether or not combined with broadcasting.
- 64203 Data communications service including network operations.
- 64204 Paging service
- 64209 Other telecommunication services not elsewhere classified in the MSIC 2000.

5. NUMBER OF PERSONS ENGAGED IN THE TELECOMMUNICATIONS INDUSTRY

Year	Total number of persons engaged during December or the last pay period			Salaries and wages paid ('000)
	Total	Employees		
		Full-time	Part-time	
2008	40,133	40,008	125	2,201,388
2009	40,146	39,988	158	2,241,733

Explanatory notes :

Please see notes for table 4.

The background features a dark red field with a light red bar chart on the left side. The chart has two bars: the first is taller and has the number '12' above it, while the second is shorter and has the number '21' above it. Scattered throughout the background are various large, semi-transparent numbers and digits, including '4', '21', '15', '9', '3', '2', '10', '6', '25', and '22'.

**Q2
2012**

COMMUNICATIONS & MULTIMEDIA
POCKET BOOK OF STATISTICS

BROADBAND & THE INTERNET

6. NUMBER OF BROADBAND SUBSCRIPTIONS AND PENETRATION RATE

Year	Qtr	Fixed (Wired) ('000)	Wireless ('000)	1 Malaysia Netbook ('000)	Total ('000)
Note		a	b		
Total					
2011		2,004.2	3,403.5	279.2	5,686.9
2012	1	2,052.4	3,418.6	279.2	5,750.2
	2	2,111.0	3,449.4	279.2	5,839.6
Total population ('000)					28,854.0
Population penetration rate					19.8
Households					
2011		1,636.6	2,354.6	279.2	4,270.4
2012	1	1,685.3	2,359.8	279.2	4,324.3
	2	1,731.2	2,382.9	279.2	4,393.3
Total number of households ('000)					6,710.4
Household penetration rate					63.7
Non-Households					
2011		367.6	1,043.8		1,416.5
2012	1	367.1	1,058.8		1,425.9
	2	379.8	1,066.5		1,446.3

Explanatory notes:

a. Including ADSL, SDSL, VDSL, Fiber, satellite and fixed wireless

b. Including Mobile Broadband, Pay Per Use, WiMax and EVDO

7. BROADBAND PENETRATION RATE PER 100 HOUSEHOLDS BY STATE

State	2011	2012	
		Qtr 1	Qtr 2
Johor	60.7	61.4	62.2
Kedah	56.5	56.9	57.6
Kelantan	45.3	44.7	44.8
Melaka	66.4	67.2	67.8
Negeri Sembilan	76.0	75.6	76.2
Pahang	49.0	49.4	50.3
Perak	52.2	52.8	53.3
Perlis	84.9	83.7	83.9
Pulau Pinang	82.8	83.4	84.1
Selangor	74.8	75.5	76.6
Terengganu	58.6	58.8	59.7
Sabah	32.7	32.9	33.2
Sarawak	47.5	47.5	48.2
W. P. Kuala Lumpur	107.4	112.1	114.9
W.P. Labuan	73.1	71.1	72.5
Malaysia	62.3	62.9	63.7

Explanatory notes:

A penetration rate of over 100% can occur because of multiple subscriptions.

8. COMMUNITY ACCESS

State	1 Malaysia Community Broadband Centre (CBC)		Mini Community Broadband Centre (Mini CBC)	1 Malaysia Community Broadband Library (CBL)	<i>Kampung Tanpa Wayar 1 Malaysia</i>		
	Num. of centres	Members			MCMC CSR	CBC To Home	CBA
Johor	45	40,599	8	6	1	251	94
Kedah	20	20,333	7	17		148	
Kelantan	20	16,943	10	11		108	13
Melaka	13	9,234	2	5	1	91	44
Negeri Sembilan	16	13,112	3	7	7	127	55
Pahang	37	30,984	11	6		198	90
Perak	15	12,871	11			102	79
Perlis	3	2,569				20	
Pulau Pinang			1		3		10
Selangor	12	13,538	6	11		106	35
Terengganu	17	16,323	6	9		93	45
Sabah	19	21,917	23	1	1	164	172
Sarawak	34	42,538	33	26	5	144	116
WP KL							2
WP Labuan							9
WP Putrajaya							2
Malaysia	251	240,961	121	99	18	1,552	766

EXPLANATORY NOTES :

1 Malaysia Community Broadband Centres (CBC) provide collective community Internet access to underserved areas identified under the Universal Service Provision (USP) programme. Each CBC is equipped with IT equipment including personal computers connected to the Internet via broadband to allow rural communities to enjoy the benefits of the Internet as enjoyed by those living in urban areas. It is hoped that the CBC will contribute towards achieving success in national initiatives to bridge the digital divide between urban and rural communities.

Mini Community Broadband Centres (Mini CBC) is a project under USP programme to close the digital divide. Mini CBCs are co-located with Information Department offices all over the country and cover communities living near the mini CBC. Each mini CBC is equipped with 5 personal computers and broadband access.

1 Malaysia Community Broadband Libraries (CBL). The provision of broadband Internet access to libraries is a project implemented under the USP. The purpose of the implementation is to provide Internet access in underserved areas throughout the country. Initially, the focus of the project is to assist libraries in providing facilities to the marginalised community of digital development in rural areas through access to communications and training. This project also aims to expand the functions of library staff from only focusing on the physical books and resources in a library's possession to encompass electronic and Internet-based resources and thus empowering them to be an agent of change in improving the socio-economic condition of society through new ways of learning facilitated by the Internet.

Kampung Tanpa Wayar 1 Malaysia is a project under USP programme. Its objective is to provide wireless broadband access by installing WiFi antennas in strategic places.

9. NUMBER OF HOTSPOT LOCATIONS BY STATE

State	2011	2012	
		Qtr 1	Qtr 2
Johor	1,732	<u>2,363</u>	2,377
Kedah	2,371	<u>1,300</u>	1,300
Kelantan	1,123	<u>1,111</u>	1,111
Melaka	444	<u>534</u>	611
Negeri Sembilan	550	<u>336</u>	437
Pahang	1,386	<u>984</u>	1,180
Perak	1,975	<u>1,573</u>	1,553
Perlis	16	<u>5</u>	5
Pulau Pinang	2,126	<u>6,050</u>	6,194
Selangor	2,537	<u>4,223</u>	4,188
Terengganu	1,381	<u>1,253</u>	1,253
Sabah	1,854	<u>1,198</u>	1,187
Sarawak	2,393	<u>1,185</u>	1,815
W. P. Kuala Lumpur	1,729	<u>3,402</u>	3,402
W.P. Labuan	11	<u>11</u>	11
W.P. Putrajaya	84	<u>74</u>	74
Total	21,712	<u>26,232</u>	26,698

10. NUMBER OF HOTSPOT AND WIFI BROADBAND PROJECT SUBSCRIPTIONS

Year	Qtr	Hotspot subscriptions ('000)	WiFi broadband project subscriptions ('000)
Note			a
2011		366.2	382.9
2012	1	1,158.6 ^b	311.5
	2	1,161.0	329.6

Explanatory Notes :

- a. WiFi broadband include Wireless@KL, WiFi@Perak, MyBroadband WiFi@Penang and DANAWA
 b. Statistical correction by service providers

11. HOUSEHOLD USE OF THE INTERNET BY URBAN AND RURAL AREAS

(%)

Year	Urban	Rural
2008	85.3	14.7
2009	89.7	10.3

Explanatory Notes :

Tables 11-15, are from the Household Use of the Internet surveys conducted by the MCMC in 2005, 2006, 2008 and 2009. The survey covers only users from private households in Malaysia that access the Internet through ADSL and/or dial-up.

12. HOUSEHOLD USE OF THE INTERNET BY GENDER

(%)

Year	Male	Female
2008	51.9	48.1
2009	51.3	48.7

13. HOUSEHOLD USE OF THE INTERNET BY AGE CATEGORY

(%)

Age category	2008	2009
Under 15	6.8	8.1
15-19	17.9	19.2
20-24	15.7	14.2
25-29	11.9	12.9
30-34	11.7	11.4
35-39	11.2	9.5
40-44	9.3	9.4
45-49	6.1	5.1
50 and above	9.4	10.2

Explanatory Notes :

Please see notes accompanying Table 11

14. HOUSEHOLD USE OF THE INTERNET BY NUMBER OF HOURS OF USE PER WEEK (%)

	2008	2009
Less than 4 hours	28.0	12.4
4 but less than 8 hours	23.2	22.5
8 but less than 15 hours	19.3	23.6
15 but less than 22 hours	8.4	13.4
22 but less than 28 hours	5.2	8.0
28 hours and above	16.0	20.1

15. HOUSEHOLD USE OF THE INTERNET BY MAIN USE (%)

	2008	2009
Getting information	94.4	76.9
Communication by text	84.7	74.8
Leisure	63.5	50.1
Education	64.5	46.0
Financial activities	31.8	27.2
Public services	29.2	19.6
e-government transactions	19.8
Online stock trading	5.9
Others	0.7	7.6

Explanatory Notes :

Please see notes accompanying Table 11.

16. PERCENTAGE OF HOUSEHOLDS WITH ACCESS TO PERSONAL COMPUTER BY STATE

State	2007	2009
Johor	28.1	28.9
Kedah	20.2	25.7
Kelantan	14.9	19.6
Melaka	36.2	40.4
Negeri Sembilan	29.7	31.8
Pahang	23.1	28.9
Perak	23.6	28.0
Perlis	28.2	26.8
Pulau Pinang	41.7	42.5
Selangor	47.3	49.9
Terengganu	21.4	25.8
Sabah	22.1	29.5
Sarawak	26.5	29.8
W. P. Kuala Lumpur	42.3	49.4
Malaysia	31.3	35.1

Source : DOS

17. FIXED (WIRED) BROADBAND PER 100 INHABITANTS, ASEAN COUNTRIES

Year	Singapore	Malaysia	Brunei Darussalam	Thailand	Viet Nam
2010	24.7	6.2	5.4	3.9	4.1
2011	25.5	7.0	5.5	5.4	4.3

Year	Philippines	Indonesia	Lao P.D.R.	Cambodia	Myanmar
2010	1.9	0.8	0.2	0.3	0.0
2011	1.9	1.1	0.7	0.2	0.1

18. FIXED (WIRED) BROADBAND PER 100 INHABITANTS COMPARED WITH 10 BIGGEST TRADING PARTNERS, MALAYSIA

Year	South Korea	Germany	Hong Kong SAR	USA	Japan	Singapore
2010	36.6	31.6	30.2	26.9	26.9	24.7
2011	36.9	32.5	31.5	28.8	27.4	25.5

Year	Taiwan	China	Malaysia	Thailand	Indonesia
2010	22.7	9.4	6.2	3.9	0.8
2011	23.7	11.6	7.0	5.4	1.1

Source : MCMC, ITU



**Q2
2012**

COMMUNICATIONS & MULTIMEDIA
POCKET BOOK OF STATISTICS

CELLULAR TELEPHONES

19. NUMBER OF CELLULAR TELEPHONE SUBSCRIPTIONS AND PENETRATION RATE

Year	Qtr	Postpaid ('000)	Prepaid ('000)	Total ('000)	Penetration rate per 100 inhabitants
2011		7,067	29,595	36,661	127.7
2012	1	7,118	29,910	37,028	128.7
	2 ^a	7,232	31,214	38,446	133.3

Explanatory notes :

a. Include MVNO subscriptions. Prior to Q2 2012 these subscriptions were excluded.

The penetration rate refers to the total number of subscriptions divided by total population and multiplied by 100. A penetration rate of over 100% can occur because of multiple subscriptions. Includes 3G. Please see Table 21.

20. CELLULAR TELEPHONE PENETRATION RATE PER 100 INHABITANTS BY STATE

State	2009	2010	2011
Johor	105.9	112.8	126.5
Kedah	92.1	117.2	116.4
Kelantan	88.1	83.3	103.3
Melaka	120.4	128.9	182.3
Negeri Sembilan	115.7	148.8	158.4
Pahang	90.2	101.7	91.7
Perak	105.5	107.7	119.7
Perlis	112.3	92.0	124.5
Pulau Pinang	110.5	125.5	123.9
Selangor ^a	104.3	138.5	145.4
Terengganu	84.2	107.8	125.3
Sabah ^b	77.8	92.6	88.8
Sarawak	73.3	74.3	94.8
W. P. Kuala Lumpur	163.8	208.6	229.0

Explanatory Notes :

^a Including W. P. Putrajaya

^b Including W. P. Labuan

21. NUMBER OF 3G SUBSCRIPTIONS

('000)

Year	Qtr	Postpaid	Prepaid	Total
2011		3,920	6,415	10,335
2012	1	3,791	7,499	11,290
	2	4,142	7,880	12,022

Explanatory Notes : 3G subscriptions shown above are also counted in Table 19.

22. MOBILE NUMBER PORTABILITY

('000)

Year	Qtr	Number of porting request	Successful porting
2011		1,002.3	704.9
2012	1	262.4	195.0
	2	322.8	242.4

23. PERCENTAGE OF CELLULAR TELEPHONE USERS BY URBAN AND RURAL AREAS

Year	Urban	Rural
2006	78.0	22.0
2007	73.7	26.3

Explanatory Notes :

Tables 23-24, are from the Hand Phone Users Survey conducted by MCMC annually.

24. PERCENTAGE OF CELLULAR TELEPHONE USERS BY GENDER

Year	Male	Female
2009	55.7	44.3
2010	58.6	41.4

25. SHORT MESSAGE SERVICES (SMS)

Year	Qtr	Total (million)	Per subscription
Note		a	
2011		93,120.5	2,540
2012	1	22,507.0	619
	2	22,570.1	587

Explanatory Notes:

a. Figure refers to the number of SMSes sent within the period.

26. CELLULAR TELEPHONE PER 100 INHABITANTS, ASEAN COUNTRIES

Year	Singapore	Viet Nam	Malaysia	Thailand	Brunei Darussalam
2010	145.2	127.0	119.2	100.8	109.1
2011	149.5	143.4	127.7	113.2	109.2
Year	Indonesia	Philippines	Lao P.D.R.	Cambodia	Myanmar
2010	91.7	85.7	64.6	57.7	1.2
2011	97.7	92.0	87.2	69.9	2.6

27. CELLULAR TELEPHONE PER 100 INHABITANTS COMPARED WITH 10 BIGGEST TRADING PARTNERS, MALAYSIA

Year	Hong Kong SAR	Singapore	Germany	Malaysia	Taiwan	Thailand
2010	190.2	143.7	127.0	119.2	119.9	100.8
2011	209.6	149.5	132.3	127.7	124.1	113.2
Year	South Korea	USA	Japan	Indonesia	China	
2010	105.4	89.9	95.4	91.7	64.0	
2011	108.5	105.9	102.7	97.7	73.2	

Source : MCMC, ITU



**Q2
2012**

COMMUNICATIONS & MULTIMEDIA
POCKET BOOK OF STATISTICS

DEL AND PUBLIC PAYPHONES

28. NUMBER OF DEL CONNECTIONS AND PENETRATION RATE

Year	Qtr	Household		Non - Household ('000)	Total ('000)
		Number of subscriptions ('000)	Penetration rate (per 100 households)		
2011		2,491	37.3	1,600	4,091
2012	1	2,448	36.6	1,583	4,031
	2	2,392	35.6	1,566	3,958

Explanatory Notes :

Direct Exchange Line (DEL) connects a customer's equipment to the Public Switched Telephone Network (PSTN) and has a dedicated port on a telephone exchange.

29. DEL PENETRATION RATE PER 100 HOUSEHOLDS BY STATE

State	2011	2012	
		Qtr 1	Qtr 2
Johor	44.0	44.2	43.6
Kedah dan Perlis	30.9	31.2	30.5
Kelantan	18.7	19.2	18.6
Melaka	58.3	54.4	54.0
Negeri Sembilan	48.8	49.5	48.6
Pahang	29.0	28.8	28.5
Perak	48.1	<u>46.8</u>	46.5
Pulau Pinang	55.5	<u>56.1</u>	55.9
Selangor *	43.2	38.6	36.2
Terengganu	32.9	33.2	32.7
Sabah	17.4	17.7	17.6
Sarawak	25.8	26.4	26.5
W. P. Kuala Lumpur	26.1	22.7	21.0
W. P. Labuan	35.4	36.6	36.7
Malaysia	37.3	36.6	35.6

Explanatory Notes :

* Including W.P. Putrajaya

30. PERCENTAGE DEL HOUSEHOLD SUBSCRIPTIONS BY URBAN AND RURAL AREAS

Year	Urban	Rural
2010	76.1	23.9
2011	77.8	22.1

31. DEL NETWORK, CAPACITY USED

Year	Qtr	Capacity used (%)	Waiting list ('000)
2011		48.1	40
2012	1	57.1	39
	2	56.1	...

32. NUMBER OF PUBLIC PAYPHONES

Year	Qtr	Total ('000)	per 1,000 inhabitants
2011		44	1.53
2012	1	41	1.42
	2	42	1.46

Explanatory Notes :

Payphones refer to all types of public telephones including coin, card-operated ones and combos. No distinction is made between operational and non-operational payphones.

33. PERCENTAGE OF PUBLIC PAYPHONES BY URBAN AND RURAL AREAS

Year	Urban	Rural
2009	75.0	25.0
2011	73.9	26.1

34. NUMBER OF PUBLIC PAYPHONES PER 1000 INHABITANTS BY STATE

State	2009	2011
Johor	4.05	1.42
Kedah	1.77	1.49
Kelantan	2.33	1.47
Melaka	3.82	2.63
Negeri Sembilan	2.67	1.80
Pahang	2.38	1.95
Perak	3.07	1.61
Perlis	2.50	2.01
Pulau Pinang	4.52	2.51
Selangor ^a	3.24	1.31
Terengganu	2.98	2.01
Sabah ^b	1.36	0.79
Sarawak	1.72	1.19
W.P. Kuala Lumpur	3.04	1.16

Explanatory Notes :

^a

Including W.P. Putrajaya

^b

Including W.P. Labuan

35. MAIN TELEPHONE LINES PER 100 INHABITANTS, ASEAN COUNTRIES

Year	Singapore	Brunei Darussalam	Indonesia	Malaysia	Viet Nam
2010	39.0	20.0	15.8	15.4	18.7
2011	38.9	19.7	15.9	14.3	11.5

Year	Thailand	Philippines	Cambodia	Lao P.D.R.	Myanmar
2010	10.1	7.3	2.5	1.7	1.3
2011	9.7	7.2	3.7	1.7	1.1

36. MAIN TELEPHONE LINES PER 100 INHABITANTS FOR 10 BIGGEST TRADING PARTNERS

Year	Taiwan	Hong Kong SAR	Germany	South Korea	Japan	USA
2010	70.8	61.6	55.4	59.2	31.9	48.7
2011	72.7	61.1	63.1	60.9	51.1	47.9

Year	Singapore	China	Indonesia	Malaysia	Thailand
2010	39.0	22.0	15.8	15.4	10.1
2011	38.9	21.2	15.9	14.3	9.7

Source : MCMC, ITU

The background features a large, stylized bar chart with several bars of varying heights. The bars are rendered in a lighter shade of red. Large, semi-transparent numbers are scattered across the background, including '1', '2', '3', '6', '9', '10', '12', '14', '15', '21', '22', and '25'.

**Q2
2012**

COMMUNICATIONS & MULTIMEDIA
POCKET BOOK OF STATISTICS

RADIO AND TV

37. PERCENTAGE OF HOUSEHOLDS WITH ACCESS TO RADIO/HI-FI BY STATE

State	2007	2009
Johor	86.8	79.1
Kedah	72.7	70.4
Kelantan	81.8	72.4
Melaka	88.5	80.2
Negeri Sembilan	87.0	80.4
Pahang	85.0	77.5
Perak	88.8	80.4
Perlis	70.5	73.0
Pulau Pinang	77.1	67.9
Selangor	83.7	77.7
Terengganu	71.5	60.7
Sabah	70.5	58.8
Sarawak	76.7	72.7
W. P. Kuala Lumpur	84.2	73.6
Malaysia	81.4	73.9

Source : DOS

38. PERCENTAGE OF HOUSEHOLDS WITH ACCESS TO TELEVISION BY STATE

State	2007	2009
Johor	98.7	98.8
Kedah	96.8	96.7
Kelantan	95.4	95.0
Melaka	98.4	99.2
Negeri Sembilan	98.0	97.7
Pahang	97.3	97.6
Perak	98.3	97.9
Perlis	96.3	97.2
Pulau Pinang	98.1	98.2
Selangor	98.9	98.9
Terengganu	95.5	96.7
Sabah	90.5	90.1
Sarawak	92.8	94.1
W. P. Kuala Lumpur	99.0	99.2
Malaysia	96.9	97.1

Source : DOS

39. PERCENTAGE OF HOUSEHOLDS WITH ACCESS TO VCR/VCD/DVD BY STATE

State	2007	2009
Johor	84.0	77.8
Kedah	72.8	67.7
Kelantan	65.6	54.3
Melaka	81.6	74.6
Negeri Sembilan	83.1	75.6
Pahang	75.0	72.8
Perak	78.1	75.4
Perlis	68.7	69.4
Pulau Pinang	85.7	81.2
Selangor	87.8	83.1
Terengganu	64.2	58.1
Sabah	72.5	66.1
Sarawak	77.1	75.4
W. P. Kuala Lumpur	79.8	84.6
Malaysia	79.4	75.0

Source : DOS

40. NUMBER OF BROADCAST MINUTES, FREE TO AIR TV

Year	Qtr	TV Stations							
		RTM 1	RTM 2	TV3	NTV7	8TV	Channel 9	TV Alhijrah	Total
2011		438,683	525,818	524,525	413,212	416,193	406,596	...	2,725,027
2012	1	107,340	131,820	129,979	105,206	103,823	101,179	131,040	810,387
	2	108,019	132,075	130,734	105,038	103,989	103,925	131,040	814,820

Source : AGB Nielsen

41. NUMBER OF PAY TV SUBSCRIPTIONS

Year	Qtr	Number of subscriptions ('000)			Penetration rate per 100 household
		Household	Non-household	Total	
2011		3,039	11	3,050	45.5
2012	1	3,104	10	3,114	46.4
	2	3,183	13	3,196	47.4

42. NUMBER OF IPTV SUBSCRIPTIONS

Year	Qtr	Number of subscriptions ('000)		
		Household	Non-household	Total
2011		198.0	34.6	232.6
2012	1	261.5	45.5	307.0
	2	328.7	60.1	388.8



Q2
2012

COMMUNICATIONS & MULTIMEDIA
POCKET BOOK OF STATISTICS

DIGITAL SIGNATURE

43. NUMBER OF CERTIFICATION AUTHORITIES

Year	Qtr	Number of licences
2011		2
2012	1	2
	2	2

Explanatory Notes :

Refers to Certification Authorities licensed under the Digital Signature Act 1997.

44. NUMBER OF CERTIFICATES ISSUED BY TYPE

Year	Qtr	Domestic holder			Foreign holder	Total
		Individual	Organisation		Organisation	
			Corporate	Government	Corporate	
2011		8,151	130,884	4,111,018	836	4,250,889
2012	1	8,155	155,459	4,271,457	864	4,435,935
	2	8,161	161,253	4,863,289	909	4,435,935



**Q2
2012**

**COMMUNICATIONS & MULTIMEDIA
POCKET BOOK OF STATISTICS**

MALAYSIA RANKING FOR ICT RELATED INDICES

45. MALAYSIA RANKING FOR ICT RELATED INDICES

Year	<i>Connectivity Scorecard</i>	<i>Networked Readiness Index (NRI)</i>	<i>Digital Economy Ranking (before 2010 e-readiness Index)</i>
2006		26	37
2007		26	36
2008	1	28	34
2009	1	27 ^a	38
2010	1	28 ^b	36
2011	1		
2012		29	

Year	<i>e-Government Readiness Index</i>	<i>World Competitiveness Scoreboard</i>	<i>ICT Development Index</i>
2006	34		
2007		23	55
2008		19	57
2009		18	
2010	32	10	58
2011		16	
2012	40		

Explanatory Notes :

- a Network Readiness Index 2009-2010
 b Network Readiness Index 2010-2011

EXPLANATORY NOTES :

The Connectivity Scorecard looks at quality and quantity of ICT usage and infrastructure and relates it to a country's social and economic prosperity. 25 'Resource and Efficiency Driven' and 25 'Innovation Driven' economies are studied (as defined by the World Economic Forum (WEF)). Study commissioned by Nokia Siemens Networks. Malaysia is in the "Resource and Efficiency Driven" group of economies. (<http://www.connectivityscorecard.org>)

Digital Economy Ranking is the readiness of a country's information and communications technology (ICT) infrastructure and the ability of its consumers, businesses and government to use ICT to their benefit. The index has been compiled for 70 economies by Economist Intelligence Unit. Prior to 2010 it was known as the e-readiness index. (<http://www.graphics.eiu.com>)

Networked Readiness Index (NRI) measures the propensity for countries to exploit the opportunities offered by ICT. The index has been compiled for 115 economies by World Economic Forum. (<http://weforum.org>)

e-Government Readiness Index. e-government is being deployed not only to provide citizen services but for public sector efficiency purposes, improving transparency and accountability in government functions and allowing for cost savings in government administration. This index is created by the UN Public Administration Network. (<http://www2.unpan.org/egovkb/index.aspx>)

World Competitiveness SCOREBOARD publishes competitiveness of nations, ranking and analysing how a nation manages its resources and competencies. Published since 1989 it compares the competitiveness of 59 economies on the basis of over 331 criteria. The scoreboard is published by the IMD Business School, Switzerland. (<http://www.imd.org>)

ICT Development Index (IDI) captures the level of advancement of ICTs. It also measures the global digital divide and examines how it has developed in recent years. This index is produced by the International Telecommunication Union. (<http://www.itu.int>)

The background features a large, stylized bar chart with a prominent bar labeled '1'. Other numbers are scattered across the scene, including '4', '21', '15', '9', '3', '2', '12', '10', '6', '25', '19', '18', and '8'.

**Q2
2012**

COMMUNICATIONS & MULTIMEDIA
POCKET BOOK OF STATISTICS

FOR MORE STATISTICS**WEBSITE**

The MCMC website contains extracts of statistics pertaining to the communications & multimedia and postal & courier industry. This is updated quarterly/half yearly.

The MCMC website is at www.skmm.gov.my

**OTHER STATISTICAL
PUBLICATIONS****Statistical Bulletins:**

1. **Postal & Courier Services: Selected Facts & Figures (ISSN: 1823-9919)**
a half yearly bulletin of the postal & courier industry.

Statistical Brief:

Statistical Briefs disseminate findings of surveys conducted by MCMC.

Contact MCMC for more details.

STATISTICS DEPARTMENT

ACTING SENIOR DIRECTOR	Koay Hock Eng
STATISTICIAN	Azilawati bt. Masri

Please contact the Statistics Department MCMC if you have any queries regarding the statistics published in this pocket book through the following email address:

statistics@cmc.gov.my

